

Privacy Notice – Customer Support

This notice sets out how Eastleigh Borough Council (EBC) uses and protects any information that you give for the purpose of the provision of first point of contact services for the Council to process your enquiries, feedback and compliments.

Eastleigh Borough Council (EBC) is committed to protecting and respecting the privacy of your personal data. As a registered Data Controller (Reg. no. Z7118863), we comply with the General Data Protection Regulations 2018 (GDPR). Our full privacy notice can be found at www.eastleigh.gov.uk/privacy.

Why do we need your personal information?

| The personal data that we hold includes information such as; | Why we use personal information about you |
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| <p>Name, address, contact details (are the minimum details required to register individuals, businesses or organisations on the Customer Relationship system to enable us to respond to queries, services requests, complaints and compliments.)</p> <ul style="list-style-type: none"> • Payment details (credit/debit card) • Vehicle registration <p>Other information will be collected in line with the process or service being requested. (see individual privacy notices for other services)</p> | <ul style="list-style-type: none"> • For the purpose of registering the customer on our system to enable us to respond to queries, complaints and service requests or other bookable services that we offer. • To log feedback and compliments • To take bookings and payment for various services • Eastleigh Active bookings (covered under the Sport & Active Lifestyle privacy notice) |
| <p>Who we may share your data with includes but not limited to:</p> | <ul style="list-style-type: none"> • Customer Support Team • Other Council departments where we require their specific advice or action • Finance • Internal Audit |
| <p>Lawful basis for using your personal data:</p> | <ul style="list-style-type: none"> • Article 6 (1) (e) – public task • Article 6 (1) (f) – legitimate interests <p>(When performing our obligations as a public authority, the Council will reply</p> |

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| | <p>upon Article 6(1)(e) Public Task as the legal basis for processing. Where you enquiry falls outside of the Council public functions we may reply upon Article</p> <ul style="list-style-type: none"> • Article (1) (b) – contract (parking permits) |
| <p>Lawful basis for using your special personal data:</p> | <ul style="list-style-type: none"> • Article 9 (2) (g) – substantial public interest (only when requested for specific services e.g. family carer parking permits or as part of a complaint) |

Who we might share your information with

Your personal information will be treated as confidential, but it may be shared with other Council services in order to provide services, meet our legal obligations as a Local Authority, ensure our records are accurate and up-to-date and improve the standard of the services we deliver. It may also be shared with external organisations involved in delivering services on our behalf where the Council has a lawful basis to do so. We will only use your information in ways which are permitted by the General Data Protection Regulation and the UK Data Protection law.

- The Council has a duty to protect the public funds it administers and may use the information you have provided or share it with other bodies for the purpose of preventing and detecting fraud. This includes participation in the Cabinet Office [National Fraud Initiative](#).
- We will NOT use your personal data for marketing products or services.

How long we keep your data

We retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purpose of satisfying any legal, accounting or reporting requirements, or to fulfil statutory obligations. Full information regarding retention periods for the different types of data can be found on our website in the [retention and disposal](#) schedule.

Data Protection Officer

If you wish to ask us anything about data protection, ask for a copy of your data or you have a complaint about how we have used or looked after your data, you can contact our Data Protection Officer at:

Data Protection Officer
Eastleigh Borough Council
Eastleigh House
Upper Market Street
Eastleigh SO50 9YN

Email: DP@eastleigh.gov.uk

For more information on Data Protection in general, or if you wish to make a complaint relating to how your personal data has been used, please contact:

The Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AX

Website: www.ico.org.uk

Email: casework@ico.org.uk